appearing in th Indian Express of 24th December, 1992 regarding the filthy conditions at the Indian Airports and rude behaviour of the airport officials; and

(b) if so, what is the reaction of Government with regard thereto and the measures taken to improve the situation?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) and (b) The newsitem is mainly about Trivandrum, Madras and Trichy airports. No specific complaints of rude behaviour of the officials at these airports have been received by the Government.

It should be the endavour of Airport officials to be courteous and polite in their dealings with passengers and to ensure that prompt action is taken to improve hygiene, cleanliness etc. at the airports wherever required

एस.टी.डी./ई.एस.डी. सुविधाओं के दुरुपयोग के बारे में शिकायतें

3921. **चौधरी हरि सिंह :** क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि:

(क) वर्ष 1991 के दौरान जिन उपभोक्ताओं को एस.टी.डी./आई.एस.डी. सुविधायें प्रदान की गई थी, उनके दुरुपयोग और डायनेमिक सुविधा के कार्य न करने के बारे में क्षेत्रीय प्रबंधक नेहरू प्लेस टेलीफोन एक्सचेंज और मुख्य महाप्रबंधक महानगर टेलीफोन निगम लिमिटेड को कितनी शिकायतें प्राप्त हुई हैं ;

(ख) यदि हां, तो प्रत्येक अधिकारी को विशेषकर नवम्बर, 1992 माह के दौरान कितनी-कितनी शिकायतें प्राप्त हुई ; और

(ग) इन शिकायतों पर क्या कार्रवाई की गई है ?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) : (क) से (ग) महोदय, एस०टी०डी०/आई०एस०डी०सुविधा के दुरुपयोग और टलीफोनों पर गतिशील एसटीडी सुविधा के कार्य न करने के संबंध में कोई शिकायत प्राप्त नहीं हुई है। वस्तुतः गतिशील एसटीडी सुविधा इस तरह बनाई गई है कि जब वास्तविक कोड का ज्ञान न होने पर एसटीडी सुविधा इस तरह बार-बार अनुमान लगाकर लॉक करने के प्रयत्न किए जायें तो वह निष्क्रिय हो जाए। अप्राधिकृत व्यक्तियों द्वारा एसटीडी/आईएसडी सुविधा के दुरुपयोग को रोकने के लिए यह एक आंतरिक सुविधा है। गतिशील सुविधा की ऐसी निष्क्रियता के मामले में उपभोक्ता द्वारा अनुरोध किए जाने पर इसे पुनः क्रियाशील बना दिया जाता है। एसटीडी/आई०एस०डी० सुविधा के दुरुपयोग के विशिष्ट मामलों की जांच पड़ताल करने के लिए निदेशक, सतकर्ता की अध्यक्षता में अपने-आप में पूर्ण एक सतकर्ता संगठन कार्य कर रहा है।

Reassurig Safety of Foreign Tourists

3922. SHRI GOPALSINH G. SOLANKI: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government are initiating measures to reassure foreign travel agents and travel media about the safety of foreign tourists in India despite the recent disturbances in the country;

(b) what is the total amount earmarked for fresh initiatives to overcome the adverse impact on tourism;

(c) what are foreigners of uprising in tourists inflow during the three years as on December 31st, 1992; and

(d) what are the efforts made by Government to popularise tourism in the country and whether any official assistance has been provided by Government's T. V. media persons to focussing the tourists' documentary?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) Yes, Sir.

(b) An amount of Rs. 40.00 crores has been allocated during the current financial year and Rs. 42.5 crores in the next financial year for promotion campaigns in the oevrseas market which includes a campaign to counter the adverse impact of recent disturbances.

(c) Tourist arrivals during the last three years were:—

1990—17,07,158

1991—16,77,508

1992—18,67,651

This shows an increase of 11.3 per cent in 1992 over the previous year.

(d) Promotion of Tourism is a continuous process. The Department of Tourism with the State Governments and travel trade jointly popularise and promote tourism through publicity literature, films, audio-visuals, fairs, seminars and other measures. The official TV media is also used for the purpose.

Special reduced Airfare for low paid labourers working abroad

3923. SHRI M. A BABY: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government have examined the fact about special reduced airfare for low paid labourers working abroad as is being done in some countries:

(b) whether the Air India proposes to introduce such special reduced air fare for low paid Indians working abroad, especially in the Gulf region:

(c) if so, the details thereof; and

(d) if not, the reasons and justification therefor?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) to (d) A representation was received by the Government proposing that Indian workers in the Gulf countries should be allowed a rebate of at least 25 per cent in air fares to India, once in two years on the national carriers The proposal was not considered feasible due to difficulties in prescribing and enforcing definite eligibility criteria for availing of such discount.

Religious Tourism in the Country

3924. SHRI SATISH PRADHAN: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether Government are planning to organise and encourage religious tourism in different regions;

(b) if so, what are the details of the action plan worked out and publicity given to elicit public participation;

(c) whether Government are planning to start Bharat Darshan special trains from Bombay, Madras, Calcutta and New Delhi under various package tours; and

(d) if so, what are the details thereof?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD): (a) No, Sir.

(b) Does not arise.

(c) No, Sir.

(d) Does not arise.

AIR fare anomalies in Kerala Gulf Sector

3925. SHRI M. A. BABY: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the Indians working in Gulf countries have been complaining/submitting representations to